

# (12) UK Patent Application (19) GB (11) 2 178 625 A

(43) Date of printing by UK Office 11 Feb 1987

(21) Application No 8530653

(22) Date of filing 17 Apr 1985

(30) Priority data

(31) 601711 (32) 18 Apr 1984 (33) US

(86) International application data  
PCT/US85/00689 En 17 Apr 1985

(87) International publication data  
WO85/05000 En 7 Nov 1985

(51) INT CL<sup>4</sup> (as given by ISA)  
H04M 3/50

(52) Domestic classification (Edition I)  
H4K FD FQ

(56) Documents cited by ISA  
US 4420656 US 4255618  
US 4359607 US 4066847  
US 4328396 US 4032712  
US 4277649 US 3920908

(58) Field of search by ISA  
US 179/2CA 6.02, 6.03, 6.04, 6.05, 6.08, 6.14, 6.17, 18B,  
27D, 27FG, 27FH, 84C

(71) Applicant  
Golden Enterprises Inc.,  
(Incorporated in USA—Florida),

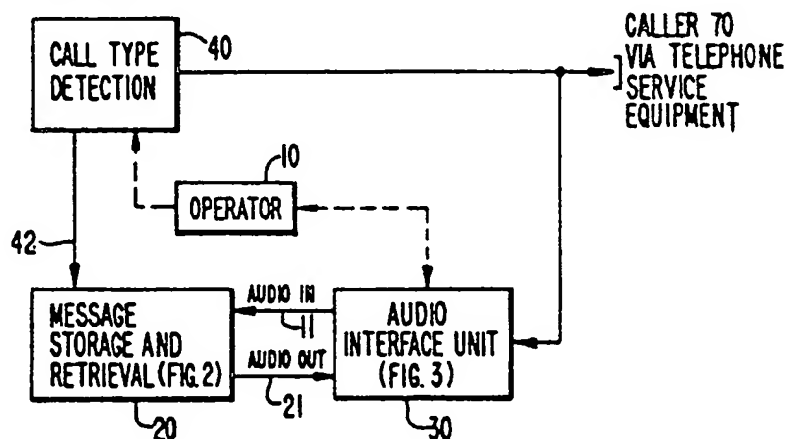
1706 Wickham Road, Melbourne, Florida 32931, United  
States of America

(72) Inventors  
Walter W. Winter, John H. Drew  
Steven E. Gothard,

(74) Agent and/or Address for Service  
J. A. Kemp & Co., 14 South Square, Gray's Inn, London  
WC1R 5EU

## (54) Telephone operator voice storage and retrieval system

(57) A telephone operator voice storage and retrieval system is capable of presenting to the caller a response message in the actual voice of the operator on duty at the time. The operator (10) is also able to follow-up a played-back recorded message with a conversation with the caller (70), without the caller detecting a change in the characteristics of the caller's perceived operator voice. A storage and retrieval unit (20) employs a voice analyzer/synthesizer (32) coupled between a response message memory (51) and an audio interface (30) to the operator's audio equipment (headset). After the storage of a series of response messages, prepared by the operator, the system is ready for use in answering incoming calls. In this playback mode, as incoming calls are monitored, the appropriate operator's voice enunciated response message is accessed from memory and, via the voice synthesizer and an audio interface, that message is played back to the caller. When the caller speaks again, the operator who has been on-line the entire time but has been relieved of the need to actually recite the response phrase, now proceeds to converse with the caller. The audio interface contains automatic level control circuitry (103) which ensures that there is effectively no difference in the recorded voice played back to the caller and the 'live' voice spoken by the operator. As a result, the storage and retrieval system is listener transparent.



GB 2 178 625 A